Ministry of the Solicitor General

Ontario

Application Guidelines and Instructions

NG9-1-1 Program: Next Generation 9-1-1 (NG9-1-1)

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INTRODUCTION

The Government of Ontario is providing Next Generation 9-1-1 (NG9-1-1) funding over three years to support Public Safety Answering Points (PSAPs) in Ontario with their transition to the new 9-1-1 emergency services communications network.[1]

The existing 9-1-1 network has been in place for more than 30 years and has reached its end of life. The Canadian Radio-television and Telecommunications Commission (CRTC) mandated that emergency telecommunications networks must transition to a new digital 9-1-1 platform, referred to as NG9-1-1, by March 4th, 2025. [2]

NG9-1-1 funding is intended to provide one-time funding to support PSAPs to transition to NG9-1-1, including acquiring critical NG9-1-1 technology and addressing certain other NG9-1-1 local operational needs. The funding is intended to support PSAPs with initial technology and related infrastructure requirements, as well as project, change management, and training costs that may be incurred. The NG9-1-1 support funding is not intended to cover all NG9-1-1 related expenses.

The 2024-25 NG9-1-1 support funding program is open to applicants currently operating a PSAP accepting and processing incoming 9-1-1 calls, and that participated in the 2023-24 NG9-1-1 transfer payment program.

This guideline outlines the process to apply for 2024-25 NG9-1-1 support funding and contains important information on the eligibility criteria, funding, and application process.

ELIGIBILITY CRITERIA

Who is eligible?

The 2024-25 NG9-1-1 support funding program is open to municipalities, police service boards and private entities currently operating a PSAP accepting and processing incoming 9-1-1 calls, and that participated in the 2023-24 NG9-1-1 transfer payment program.

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[1] https://news.ontario.ca/en/release/1002039/ontario-modernizing-its-emergency-response-system
[2] https://crtc.gc.ca/eng/phone/911/gen.htm

What is eligible?

One-time expenses incurred from April 1, 2024, to March 31, 2025, (or until implementation of NG9-1-1 voice and real-time-texting services occurs during the program's duration) that are necessary to obtain and be able to operate an NG9-1-1 call handling system compliant with National Emergency Number Association (NENA) standards, capable of processing NG9-1-1 voice and data records, and that relate to one or more of the following are eligible to be funded:

> (1) upgrades to 9-1-1 system technology for the purpose of NG9-1-1 compliance,
> (2) procuring services necessary to obtain or implement a NG9-1-1 system, and
> (3) data centre upgrades specific to NG9-1-1.

Examples may include:

Upgrades to 9-1-1 System Technology for the purpose of NG9-1-1 compliance
- NG9-1-1 network hardware (e.g., routers, switches, firewalls, etc.)
- NG9-1-1 call handling hardware (e.g., servers, data storage arrays, telephony equipment)
- NG9-1-1 application software licenses (e.g., call handling solution)
- Multi-media handling and integration including Real Time Text (RTT), console requirements, computer telephony interfaces
- Voice and multi-media data recording NG9-1-1 system integrations to enable NG9-1-1 data sharing between software applications
- Computer Aided Dispatch system (CAD) NG9-1-1 system integrations
- Records Management System (RMS) NG9-1-1 system integrations
- Management Information System NG9-1-1 system integrations
- Local Area Network (LAN), Wide Area Network (WAN) design configuration, capacity, security
- Advanced software analytics and call data management software and hardware (historic and real time)
- System mapping NG9-1-1 integrations
- Radio system NG9-1-1 integrations
- Cybersecurity software and system testing, assessments/testing and technical systems to protect the PSAP from a cybersecurity incident
- NG9-1-1 system management, monitoring, and security (software upgrades (i.e., Microsoft), security upgrades – remote installs or monthly requirements)

Services Necessary to Obtain or Implement an NG9-1-1 System
- Project management required to implement NG9-1-1 (e.g., project manager)

- Change management to manage technology changes (may include consultant and/or resources to identify technical and operational requirements)
- Training (may include technical and operational training required to support all members with the PSAPs transition to NG9-1-1)
- Dedicated (100%) NG9-1-1 project resources (technical and operational resources)
- Consultants (pertaining to NG9-1-1)

NG9-1-1 Infrastructure Requirements
- Facility assessments to determine NG9-1-1 requirements (e.g., new cabling requirements)
- Mechanical upgrades required to support new NG9-1-1 technology (e.g., additional HVAC, power installations in new server racking)
- NG9-1-1 network requirements (e.g., circuits, cabling, and circuitry upgrades to accommodate NG9-1-1 network, etc.)
- NG9-1-1 server racks and cabling

What is NOT eligible?

Only expenses incurred from April 1, 2024, to March 31, 2025 (or until implementation of NG9-1-1 voice and real-time-texting services occurs during the programs duration), that relate to one or more of three matters listed above are eligible expenses. All other expenses are not eligible.

In particular, the following expenses are not eligible:

- Technology purchased or costs incurred outside of the 2024-25 fiscal year as noted above
- Other technology investments which may include
    - Computer Aided Dispatch systems (regular system software upgrades and CAD system replacements)
    - Record Management Systems (regular system software upgrades and RMS system replacements)
    - Radio and broadband communications systems (towers, antennas, new radio consoles)
- Existing overhead costs of operating a PSAP (e.g., building maintenance)
- Physical security systems
- Facility construction and renovations (e.g., back up facilities, building expansion)
- Geographic information system/mapping and civic addressing.

PSAPs that have already transitioned their voice services to NG9-1-1

The ministry acknowledges that while PSAPs may have transitioned their voice services to NG9-1-1, there is ongoing work required to implement RTT. Funding is available (to a maximum of $500,000) for those PSAPs that have transitioned to NG9-1-1, to support their implementation of RTT if eligible costs are incurred in 2024-25 to implement RTT, post transition.

PROCUREMENT

Applicants are responsible for the assessment and procurement of the goods and services to be compliant with NG9-1-1. All procurement processes are to be conducted in accordance with the internal policy frameworks of the applicant. The provision of funding under this NG9-1-1 program does not imply that Ontario has any role in assessing or procuring the goods or services for which the funding may be used.

FUNDING

The Ontario Government is providing $208M over three years:

Funding Year	Fiscal Timeline	Funding Amount	Application Status
2022-23	April 1, 2022 – March 31, 2023	$80M	Closed
2023-24	April 1, 2023 – March 31, 2024	$80M	Closed
2024-25	April 1, 2024 – March 31, 2025	$48M*	Open

*$48M was the actual amount available when funding was announced in 2022. There was an underspend of $24M in 2022-23 that was reallocated to 2024-25.

2022-23 and 2023-24 funding under the NG9-1-1 program is now closed. Applications are open for funding for 2024-25 until August 23, 2024, 5:00 p.m. Interested municipalities, police service boards and private entities currently operating a PSAP accepting and processing incoming 9-1-1 calls, and that participated under the 2023-24 NG9-1-1 transfer payment program must apply for funding through the Transfer Payment Ontario (TPON) system.

Requirements regarding use of funding

- Funding must only be used for eligible expenses that are identified in the application and are reviewed and approved by the Ministry. Funding is designed to support municipalities, police service boards, and private operators that operate PSAPs with their transition to NG9-1-1.

- Funding is only for NG9-1-1 transition related expenses incurred from April 1, 2024, to March 31, 2025 (or until implementation of NG9-1-1 voice and real-time-texting services occurs during the programs duration).
- Unspent allocations may not be carried into the next fiscal year.

Requirements regarding application

- Applicants are required to provide their project plans to achieve transition, financial forecasts for the project, and planned milestones to be achieved between April 1, 2024, and March 31, 2025.
- The transfer payment funding program supports the transition of a PSAP from 9-1-1 to NG9-1-1. Where emergency services are hosted, applicants should identify the hosting entity being contracted in their application.
- Where a municipality or police service board is looking to enter into an agreement for a hosted PSAP solution (as approved by the CRTC), the municipality or board should reflect the transition and hosting costs estimated to be paid to the external hosting entity as part of the applicant's project plans and financial estimates.

The ministry will evaluate all applications once received and will advise on allocation amounts along with Transfer Payment Agreements (TPAs). A recipient's allocation may not be sufficient to fund all of the applicant's eligible expenses. The ministry reserves the right, at its discretion, to fund or not fund any particular eligible expense for which an application has been submitted, and to determine the amount it will fund if funding is provided. Applicants should be aware that meeting the eligibility criteria does not guarantee funding or a particular funding amount.

APPLICATION REVIEW

All applications that are submitted by the deadline will be reviewed by the ministry. The ministry will determine if applications meet the eligibility criteria and will determine funding allocations.

CONTRACTUAL AGREEMENT

A TPA for 2024-25 funding from April 1, 2024, to March 31, 2025, must be executed between the ministry and the municipality, police service board or private entity currently operating a PSAP that has been approved for funding under the NG9-1-1 program.

Funds will be paid to successful applicants based on the payment schedule set out in the TPA once all the necessary requirements of the contract are satisfied.

The project funds must be used for the purposes described in the application and according to the terms of the TPA.

Standard government procedures (as outlined in the Treasury Board Transfer Payment Accountability Directive) will be followed. The TPA will set out the:

- Purpose for which the funding will be used;
- Commitments to be undertaken or specific activities to support the application;
- Reporting dates and requirements; and
- Funding disbursement schedule.

APPLICATION SUBMISSION

Applications for the NG9-1-1 funding are open to municipalities, police service boards and private entities currently operating a PSAP accepting and processing incoming 9-1-1 calls, and that participated under the 2023-24 NG9-1-1 transfer payment program. The application form can be accessed through the Transfer Payment Ontario (TPON) system.

How to Locate the Application Form in TPON

TPON is a web-based funding management system that provides transfer payment applicants and recipients with a self-service portal to apply for funding. TPON has developed a Quick Reference Guide that will assist with the application process. Please note, the application form can be located in the **'Invitational Programs for my Organization'** tab as the NG9-1-1 funding is no longer a publicly open application program.

Applications for the NG9-1-1 support funding must be submitted electronically through TPON (gov.on.ca).

Application Form

The NG9-1-1 funding application form has been broken down into the sections outlined below. All sections must be fully completed to submit the application. Additional supporting documentation can be attached with the electronic application submission if required.

Ontario ⚙ **TP Next Generation 9-1-1 2024-25**

Expand	Validate

Instructions	A - Organization Information	B - Organization Address Information
C - Application Contact Information	D - PSAP Contact and Address	E - Project Information
F - Project Roadmap	G - Budget	H - Readiness Assessment Questionna
I - Declaration and Signing		

Section	Description
A - Organization Information	This section is not editable and displays information from your TPON registration.
B - Organization Address Information	This section is not editable and displays information from your TPON registration.
C - Application Contact Information	Provide application and PSAP contact information. Please ensure more than one contact person has been provided.
D – PSAP Contact and Address	Provide PSAP contact and address.
E - Project Information	Provide project summary details including resource requirements, risk management assumptions and plans, communication plans, and a detailed schedule.
F - Project Roadmap	Provide key project milestones, status, and timelines.
G - Budget	• The eligible cost categories have been provided as a template for anticipated costs for 2024-25. • Ensure estimated budgets have been provided. • There must be a monetary value for every budget line. If the item is not applicable to your budget, add 0 dollars as the value. • Anticipated quarterly expenses must be included to determine cash flow. • This budget template will be the same template used for the report backs. • Funding must be spent in the allocated fiscal year.
H – Readiness Assessment Questionnaire	Data provided is required to determine funding allocations and provide the ministry with critical information pertaining to the PSAP landscape in Ontario.
I – Declaration and Signing	The application form must be validated by an authorized signing officer for the applicant before submitting the application form to TPON.

APPLICATION DEADLINE

Your completed application for year three NG9-1-1 support funding must be received by the ministry by **17:00 (EST) (5:00 PM) on August 23, 2024.** Submissions that are late or incomplete may not be considered for funding.

MINISTRY CONTACT AND APPLICATION SUPPORT

For general questions about the NG9-1-1 funding and application process, please contact ESTD.NG9-1-1@ontario.ca

TPON SUPPORT

Applications for the NG9-1-1 funding must be submitted electronically through TPON at My Ontario Account. In order to apply, applicants must have a TPON account.

For assistance with creating an account, accessing TPON, or submitting your application, please navigate to Get funding from the Ontario government | ontario.ca using a Google Chrome web browser.